

Making a report: Privacy and data collection statement for Integrity hotline and workplace disclosures

Valuing the privacy of personal information; Protecting information we collect; Using information for official and authorised purposes only.

Court Services Victoria (CSV) understands and values the privacy of personal information and health information that it collects and uses. CSV has obligations under the *Privacy and Data Protection Act 2014* (Vic) and the *Health Records Act 2001* (Vic). The Information Privacy Principles (IPP) and the Health Privacy Principles (HPP) govern the way we collect, use, disclosure, store, secure and dispose of the information we collect. When making a disclosure about workplace wrongdoing using the services of Stopline, or via any other mechanism for making a report in your jurisdiction or at CSV, these obligations and principles guide the way we use and handle the information you provide.

The IPPs can be found in [Schedule 1](#) of the *Privacy and Data Protection Act 2014* (Vic). The HPPs can be found in [Schedule 1](#) of the and the *Health Records Act 2001* (Vic)

Collecting information – What we collect and why

Personal Information means information or an opinion that identifies an individual. An example of the Personal Information we collect could include names, email addresses, phone numbers, position details, work location, and details of and/or description of any event that could identify an individual.

Health Information means information or an opinion about the physical, mental or psychological health of an individual, their disability, an individual's express wishes about future health services to be provided, or health services provided or to be provided to an individual. An example of health information we collect could include information or description of the impact a reported event has had on the health of an individual, a disclosure by the individual about the status of their health, or an individual's request for assistance or support connected to their report.

CSV collects Personal Information and Health Information for the purposes of ensuring a high standard of ethical conduct within CSV and the jurisdictions by:

- a) Providing services to support its employees, and
- b) Responding to employee and workplace concerns relating to fraud, corruption, or other workplace wrongdoing.

Where an individual's identity is known to CSV, we will tell them what information we are collecting and how we are going to use it and who it may be shared with. The individual is also able to make a request to access the Personal Information or Health information CSV has collected about them; this process is outlined in CSV's Information Privacy Policy, which can be found at <https://intranet.courts.vic.gov.au/display/HS/Privacy>.

The type of information CSV will collect as part of this service includes the content of electronic forms submitted to assess, make plans and respond to concerns and take action. This might include an individual's position, work location, and details of any event or report an individual makes.

Stopline has an independent privacy policy that outlines how it handles personal information, available at <http://stopline.com.au/about-us-whistleblower-hotline-service/privacy-policy/>.

Using information – What this information is used for, how it is used and disclosed

We will use the information individuals provide us by:

- Assessing and evaluating the nature of a report
- Determining what action is necessary and appropriate to address the report
- Identifying and providing services associated with support / welfare / risk assessment where necessary and/or appropriate
- Providing to other third parties as potentially required by law or policy (i.e. making mandatory notifications to the IBAC, or engaging an independent service provider such as a workplace mediator or investigator to assist CSV to resolve your report)

We can use or disclose (share) information for the same purpose we collected it (the primary purpose). This means we can share it with other people involved in delivering the service, on a need-to-know basis.

We can also use or disclose information for a secondary purpose, IF the purpose is directly related to the primary purpose AND the individual would reasonable expect CSV to use it in that way, OR if the individual has consented to the use or disclosure. CSV can also use or disclose information for a secondary purpose:

- if CSV reasonably believes the use or disclosure is necessary to lessen or prevent a serious threat to an individual's life, health, safety or welfare, or to the public's health, safety or welfare,
- if the use or disclosure is required or authorised by or under law,
- if CSV reasonably believes the use or disclosure is reasonably necessary for specific functions of a law enforcement agency.

CSV will take reasonable steps to make sure the personal information it collects, uses and discloses is accurate, complete, up to date and can be accessed by the individual.

Security – What information CSV won't collect and how we protect information we do collect

CSV has introduced the Integrity hotline to ensure individuals can remain anonymous and have the option of not identifying themselves when making a report about workplace wrongdoing.

Personal information is stored and secured in a manner that reasonably protects it from misuse, loss or from unauthorised access, modification or disclosure. CSV has procedures for keeping information secure, listed in CSV's Information Privacy Policy, which can be found at <https://intranet.courts.vic.gov.au/display/HS/Privacy>.